

United States Postal Service®

Quarterly Performance for Presort First-Class Mail®

Quarter II
FY2016

Overview

For Presort First-Class Mail® letters, cards, and flats, the service performance measurement system of the Postal Service™ uses documented arrival time at a designated postal facility to start the measurement clock, and an Intelligent Mail® barcode (IMb™) scan by an external, third-party reporter to stop-the-clock. Mail piece tracking from IMb™ in-process scans is used in conjunction with the external data to extrapolate results for the population of Presort First-Class Mail® using Full-Service Intelligent Mail®. Data collected by the Postal Service™ are provided to an independent, external contractor to calculate service measurement and compile the necessary reports. The system used for this reporting is called the Intelligent Mail® Accuracy and Performance System (iMAPS).

The external contractor determines service performance based on the elapsed time between the start-the-clock event recorded by the Postal Service™ and the stop-the-clock event recorded by anonymous households and small businesses that report delivery information directly to the contractor. The service measure consists of two parts: (1) how long mail pieces take to get through processing, and (2) how long mail takes from the last processing scan to delivery. The second portion is used as a delivery factor differential to determine the percent of all Presort First-Class Mail® delivered on the last processing date versus the percent delivered after the last processing date. Service performance is measured by comparing the transit time to USPS® service standards to determine the percent of mail delivered on time.

The Service Performance Measurement (SPM) application of the Full-Service Seamless Acceptance and Service Performance system (SASP) serves as the data source for iMAPS. SPM captures data from all Full-Service Intelligent Mail® and applies business rules for service measurement before sending data to iMAPS.

Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in the Presort First-Class Mail® scores.

Performance Highlights

National Overnight performance in FY16 Quarter 2 was 95.8 percent on time, 1.6 points higher when compared to the same period last year. National Two-Day performance was 94.2 percent on time, 4.8 points higher when compared to the same period last year. National Three-To-Five-Day performance was 89.7 percent on time, 9.1 points higher when compared to the same period last year. Nationally, at least 99.4 percent of mail across all service standards was delivered within the service standard plus three days in FY16 Quarter 2.

Southern Area led the nation in Overnight service performance with 96.4 percent on time. For the thirteenth consecutive quarter, Pacific Area led the nation in Two-Day service performance, with 96.6 percent on time in FY16 Q2. Southern Area led the nation in Three-To-Five-Day service performance with 91.0 percent on time.

In FY16 Quarter 2, 16 districts within Overnight service performance achieved the target score of 96.80. Alaska had the highest Overnight service performance at 99.1 percent on time. Caribbean had the highest performance for Two-Day service at 97.6 percent on time and Central Plains had the highest Three-To-Five-Day performance at 94.8 percent on time.

Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	95.2	92.2	87.3
Atlanta	96.9	95.4	89.9
Baltimore	91.9	84.9	78.4
Capital	93.8	84.7	80.4
Greater South Carolina	95.5	95.0	87.5
Greensboro	93.2	92.9	87.2
Mid-Carolinas	96.5	93.3	90.6
Northern Virginia	87.7	87.0	81.6
Richmond	93.0	90.4	86.5
Eastern Area	95.9	93.5	88.8
Appalachian	95.5	92.3	88.3
Central Pennsylvania	96.1	92.6	89.9
Kentuckiana	95.6	94.3	91.1
Northern Ohio	96.1	95.2	91.3
Ohio Valley	95.5	93.9	88.9
Philadelphia Metro	93.1	89.7	81.4
South Jersey	95.6	93.2	89.7
Tennessee	94.0	94.8	90.6
Western New York	96.3	95.4	91.5
Western Pennsylvania	97.2	94.1	89.7
Great Lakes Area	95.8	94.4	90.1
Central Illinois	96.1	94.3	86.3
Chicago	84.9	90.1	80.3
Detroit	94.8	94.2	89.6
Gateway	94.2	95.4	89.7
Greater Indiana	97.1	94.4	94.5
Greater Michigan	95.9	94.1	90.5
Lakeland	96.5	95.1	88.4
Northeast Area	94.8	93.1	88.6
Albany	94.8	95.3	91.2
Caribbean	94.4	97.6	83.5
Connecticut Valley	96.0	94.1	89.2
Greater Boston	94.6	94.3	89.2
Long Island	92.0	91.1	84.5
New York	92.9	89.9	84.5
Northern New England	95.6	94.6	89.4
Northern New Jersey	93.4	91.6	91.3
Triboro	91.8	89.4	82.4
Westchester	96.4	92.2	88.3
Pacific Area	95.7	96.6	89.7
Bay-Valley	97.7	96.4	91.2
Honolulu	95.7	N/A	89.7
Los Angeles	92.9	96.9	87.0
Sacramento	96.5	96.5	88.6
San Diego	96.6	96.6	91.1
San Francisco	96.2	95.9	92.4
Santa Ana	97.8	96.6	90.4
Sierra Coastal	98.0	97.4	91.4

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	96.4	95.2	91.0
Alabama	96.9	96.4	92.5
Arkansas	96.6	94.0	92.0
Dallas	94.6	94.6	91.6
Fort Worth	95.8	94.9	89.8
Gulf Atlantic	96.4	96.0	91.1
Houston	96.8	93.9	90.5
Louisiana	97.2	94.6	90.4
Mississippi	97.3	95.3	91.8
Oklahoma	97.2	95.5	91.6
Rio Grande	96.5	94.5	89.9
South Florida	98.1	94.3	90.0
Suncoast	95.2	96.1	91.0
Western Area	95.9	95.4	90.4
Alaska	99.1	96.4	92.6
Arizona	97.8	96.7	92.4
Central Plains	94.4	96.0	94.8
Colorado/Wyoming	92.3	92.3	82.3
Dakotas	98.2	95.9	88.1
Hawkeye	94.0	94.4	90.6
Mid-America	95.2	95.3	89.4
Nevada-Sierra	97.5	94.1	92.9
Northland	95.9	93.6	87.3
Portland	96.3	97.0	90.7
Salt Lake City	94.8	95.8	85.2
Seattle	96.6	97.4	91.0
Nation FY2016 Q2	95.8	94.2	89.7
Nation FY2015 Q2 (SPLY)	94.2	89.4	80.6
Nation FY2009 Annual	94.3	90.0	85.1
Nation FY2010 Annual	93.4	92.7	88.2
Nation FY2011 Annual	90.8	89.1	90.6
Nation FY2012 Annual	96.8	95.7	95.1
Nation FY2013 Annual	97.2	97.0	95.1
Nation FY2014 Annual	97.0	96.4	92.2
Nation FY2015 Annual	95.7	93.6	87.8
Nation FY2016 Q1	95.6	94.0	88.7
FY2016 Annual Target	96.80	96.50	95.25

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